

Message Text

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73

ACTION OPR-02

INFO OCT-01 ARA-10 ISO-00 OC-05 CCO-00 SCA-01 VO-03 /022 W

----- 129316

R 301821Z MAY 75

FM AMEMBASSY MEXICO

TO SECSTATE WASHDC 8030

UNCLAS MEXICO 4712

E.O. 11652: N/A

TAGS: SCA, AFSP

SUBJECT: VISA ISSUING PROBLEMS COMPOUNDED BY OUTAGE

1. FOLLOWING DISCUSSIONS WITH SCA DEPUTY DIRECTOR LAWRENCE THE EMBASSY DRAWS ATTENTION TO VISA ISSUING PROBLEMS WHICH GROW OUT OF THE NOT INFREQUENT FAILURE OF THE VISA UNIT'S COMPUTER LINK TO THE DEPARTMENT. THESE INTERRUPTIONS HAVE CAUSED GENERAL DELAY ON NUMEROUS OCCASIONS AND EXCEEDINGLY SERIOUS DELAYS ON SEVERAL OCCASIONS. DURING APRIL 1975 THE COMPUTER WAS OUT FOR 31 HOURS DURING CRUCIAL OPERATING PERIODS. THUS FAR IN MAY 1975, THE COMPUTER HAS BEEN OUT FOR 29 HOURS. ADDITIONAL INCONVENIENCE IS CAUSED BY THE DEPARTMENT HAVING TO SHIFT FROM TIME TO TIME TO SLOW PROCEDURES BECAUSE OF OPERATING DIFFICULTIES.

2. SOME INSIGHT INTO THE MAGNITUDE OF THIS PROBLEM CAN BE GAINED BY NOTING THE FOLLOWING EXAMPLES OF MAJOR OUTAGES, MOST OF WHICH OCCURRED DURING CRITICAL MORNING HOURS:

DATE	NUMBER OF HOURS
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APRIL 4	3 HR., 30 MINUTES
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APRIL 10	2 HOURS
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APRIL 17	3 HOURS
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APRIL 18	7 HOURS
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APRIL 30	5 HRS., 45 MINUTES
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MAY 15 3 HRS., 35 MINUTES

MAY 22 5 HOURS

MAY 28 3 HOURS

3. TODAY, BY COINCIDENCE, THE DEPARTMENT HAS HAD TO SHIFT TO THE SLOW SYSTEM. THUS INFORMATION FED INTO THE COMPUTER AT 8:40 AM WAS NOT ANSWERED UNTIL 10:30 AM. WITH VISA APPLICANT LINES NUMBERING 700 TO 1,000 VISITORS BY 9:00 AM, OUTAGES AND SLOW PROCEDURES CREATE HAVOC IN TRYING TO RESPOND TO A BURGEONING DEMAND FOR VISA SERVICES.

4. THE EMBASSY IS AWARE THAT THE VAGARIES OF TELEPHONE LINES AND COMPUTER MACHINES MAKE SOME INTERRUPTIONS INEVITABLE. AS NECESSARY, WE HAVE DEVELOPED ARRANGEMENTS TO WORK AROUND THE COMPUTER IN SELECT CASES. NEVERTHELESS, THE BEST INTERESTS OF THE U.S. ARE BEST PROTECTED BY OUR RELIANCE ON THE COMPUTER'S MEMORY BANK. THE EMBASSY WOULD BE GRATEFUL IF THE DEPARTMENT WOULD LOOK INTO WAYS OF MINIMIZING FUTURE COMPUTER FAILURES. WE AT THIS END WILL DO THE SAME. HOPEFULLY OUR JOINT EFFORTS WILL RESOLVE THE PROBLEM.
JOVA

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Message Attributes

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Channel Indicators: n/a
Current Classification: UNCLASSIFIED
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Control Number: n/a
Copy: SINGLE
Draft Date: 30 MAY 1975
Decaption Date: 01 JAN 1960
Decaption Note:
Disposition Action: n/a
Disposition Approved on Date:
Disposition Authority: n/a
Disposition Case Number: n/a
Disposition Comment:
Disposition Date: 01 JAN 1960
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
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Drafter: n/a
Enclosure: n/a
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Margaret P. Grafeld
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05 JUL 2006

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Status: NATIVE
Subject: VISA ISSUING PROBLEMS COMPOUNDED BY OUTAGE
TAGS: CVIS, AFSP, MX
To: STATE
Type: TE
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